



**2001 MODEL YEAR TOYOTA PRIUS  
CUSTOMER SUPPORT PROGRAM  
SUPPLEMENTAL TIRE WARRANTY COVERAGE**

**PRIUS**

Dear Prius Customer:

We at Toyota are dedicated to you the driver as well as the environment that we all share. The Toyota Prius is a balance of those commitments, offering a vehicle which drives much like any other sedan while being highly fuel efficient and emitting fewer air pollutants. In this same manner, the vehicle itself is finely balanced with special tires which offer both excellent performance and low rolling resistance.

Toyota has received a small number of reports regarding rapid uneven tire wear on some factory-equipped P175/65R14 low-rolling-resistance tires: the outer edges of the tire were reported as wearing more quickly than the center section.

As part of our dedication to continuous improvement, changes were incorporated in the production process to make the tires more resistant to this type of condition. These new tires can be identified by the letters "JDH" on the side-wall of the tire.

**Toyota cares about our customers**

Although the tires are covered by the tire manufacturer's warranty, we at Toyota care about your overall Prius experience and want to reassure you that we stand behind our product. To this end, we have made arrangements for a special supplement to your vehicle's Warranty Coverage.

This supplemental Warranty Coverage is offered until April 30, 2003, for uneven tire wear between the outer edges and the center portion of the tire under normal use for a period of 25,000 miles from the date of first vehicle use.

This offer is limited to the original factory equipped P175/65R14 low-rolling-resistance tires, identifiable by the letters "CHA" in the side-wall of the tire, is available only at your Toyota dealership, and while your original tire manufacturer's warranty is in effect.

***If you have previously replaced a tire at your own cost for the "uneven wear" condition, please contact the Toyota Customer Assistance Center at 1-800-331-4331 for information regarding reimbursement for the cost of the tire(s), mounting, balancing, wheel weights and installation.***

**What should you do?**

If you have not experienced this condition, you do not need to contact Toyota. Simply insert this letter in your Prius Owner's Warranty Information Booklet's Tire Limited Warranty section for future reference. In the event you experience the conditions described above in the future and are within the limits of this supplemental coverage, please contact any Toyota dealer to schedule an appointment for confirmation and if applicable replacement of your tires. The inspection and appropriate replacement will be performed at **no cost** to you. Please present this notice to the Toyota Dealer when you bring the vehicle in for your service appointment.

If you no longer own the vehicle, please utilize the enclosed postage-paid form to provide us with the name and address of the new owner.

We are confident that the majority of Toyota Prius customers do not require any reminder, but as indicated in your Scheduled Maintenance Guide, please be sure to rotate the tires every 5,000 miles and check the tire pressure at regular intervals. Also, please note the tire pressures (front 35 psi, rear 33 psi) as indicated on your glove box door are higher than most other 4-door sedans.

**What if you have other questions?**

Please contact any Toyota dealer or call the Toyota Customer Assistance Center at 1-800-331-4331.

Thank you for driving the Toyota Prius.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.



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